

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Governor's Office	Application Services	Martin Gonzalez	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Capitol Desktop Support	Chad Poll	23 15	23 15
		Mike Hussey	1 0	1 0
		Assigned to Individual Total	24 15	24 15
	Capitol Hosting	Curtis Parker	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	1 1	1 1
		Eileen Dubach	2 2	2 2
		James Stearns	1 1	1 1
		Julie VanBeekum	1 1	1 1

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

			Low	FCR Total
Governor's Office	Help Desk	Sarah Johnson	1	1
			0	0
		Vicky Marrelli	1	1
			1	1
		Assigned to Individual Total	7 6	7 6
	Metro A Help Desk	Ed Conrad	1	1
			1	1
		Assigned to Individual Total	1 1	1 1
	Metro B Desktop Support	Bill Crowther	1	1
			1	1
		Assigned to Individual Total	1 1	1 1
	Metro D Desktop Support	Eldon Jenson	1	1
			0	0
		Sevier Averett	2	2
			0	0
		Assigned to Individual Total	3 0	3 0
	Metro D Help Desk	Doug Brown	4	4
			4	4
		John Robinson	1	1
			1	1
		Assigned to Individual Total	5 5	5 5
	Operations Production Control	Cal Brinton	1	1
			0	0

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

			Low	FCR Total
Governor's Office	Operations Production Control	Christie Burnham	1 1	1 1
		Duane Hardy	1 1	1 1
		Assigned to Individual Total	3 2	3 2
	Voice/Data/WAN Services	Mark Thomas	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		47 31	47 31
	Customer Company Total		47 31	47 31

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Governor's Office	Application Services	Martin Gonzalez	1	1
			1	1
		Assigned to Individual Total	1 1	1 1
	Capitol Desktop Support	Chad Poll	23	23
			1	1
		Mike Hussey	1	1
			0	0
		Assigned to Individual Total	24 1	24 1
	Capitol Hosting	Curtis Parker	1	1
			0	0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	1	1
			0	0
		Eileen Dubach	2	2
			1	1
		James Stearns	1	1
			0	0
		Julie VanBeekum	1	1
			0	0

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

			Low	MIR Total
Governor's Office	Help Desk	Sarah Johnson	1 0	1 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	7 1	7 1
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Bill Crowther	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro D Desktop Support	Eldon Jenson	1 0	1 0
		Sevier Averett	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro D Help Desk	Doug Brown	4 0	4 0
		John Robinson	1 0	1 0
		Assigned to Individual Total	5 0	5 0
	Operations Production Control	Cal Brinton	1 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

			Low	MIR Total
Governor's Office	Operations Production Control	Christie Burnham	10	10
		Duane Hardy	10	10
		Assigned to Individual Total	30	30
	Voice/Data/WAN Services	Mark Thomas	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		474	474
Customer Company Total			474	474

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Governor's Office	Application Services	Martin Gonzalez	1 1.90	1 1.90
		Assigned to Individual Total	1 1.90	1 1.90
	Capitol Desktop Support	Chad Poll	23 0.11	23 0.11
		Mike Hussey	1 0.12	1 0.12
		Assigned to Individual Total	24 0.11	24 0.11
	Capitol Hosting	Curtis Parker	1 0.26	1 0.26
		Assigned to Individual Total	1 0.26	1 0.26
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Eileen Dubach	2 0.52	2 0.52
		James Stearns	1 0.00	1 0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

			Low	ATTIR Total
Governor's Office	Help Desk	Julie VanBeekum	1 0.36	1 0.36
		Sarah Johnson	1 0.54	1 0.54
		Vicky Marrelli	1 0.04	1 0.04
		Assigned to Individual Total	7 0.28	7 0.28
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro B Desktop Support	Bill Crowther	1 2.86	1 2.86
		Assigned to Individual Total	1 2.86	1 2.86
	Metro D Desktop Support	Eldon Jenson	1 0.49	1 0.49
		Sevier Averett	2 0.00	2 0.00
		Assigned to Individual Total	3 0.16	3 0.16
	Metro D Help Desk	Doug Brown	4 0.00	4 0.00
		John Robinson	1 0.00	1 0.00
		Assigned to Individual Total	5 0.00	5 0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

			Low	ATTIR Total
Governor's Office	Operations Production Control	Cal Brinton	1 0.10	1 0.10
		Christie Burnham	1 0.00	1 0.00
		Duane Hardy	1 0.00	1 0.00
		Assigned to Individual Total	3 0.03	3 0.03
	Voice/Data/WAN Services	Mark Thomas	1 0.18	1 0.18
		Assigned to Individual Total	1 0.18	1 0.18
	Assigned Group Total		47 0.22	47 0.22
Customer Company Total			47 0.22	47 0.22

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Governor's Office	Application Services	Martin Gonzalez	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Chad Poll	23 1	23 1
		Mike Hussey	1 0	1 0
		Assigned to Individual Total	24 1	24 1
	Capitol Hosting	Curtis Parker	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Brenda Treadway	1 0	1 0
		Eileen Dubach	2 0	2 0
		James Stearns	1 0	1 0
		Julie VanBeekum	1 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

			Low	MR Total
Governor's Office	Help Desk	Sarah Johnson	1 0	1 0
		Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	7 0	7 0
	Metro A Help Desk	Ed Conrad	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro B Desktop Support	Bill Crowther	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro D Desktop Support	Eldon Jenson	1 0	1 0
		Sevier Averett	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro D Help Desk	Doug Brown	4 0	4 0
		John Robinson	1 0	1 0
		Assigned to Individual Total	5 0	5 0
	Operations Production Control	Cal Brinton	1 0	1 0

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

			Low	MR Total
Governor's Office	Operations Production Control	Christie Burnham	10	10
		Duane Hardy	10	10
		Assigned to Individual Total	30	30
	Voice/Data/WAN Services	Mark Thomas	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		471	471
Customer Company Total			471	471

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Governor's Office	Application Services	Martin Gonzalez	1 5.62	1 5.62
		Assigned to Individual Total	1 5.62	1 5.62
	Capitol Desktop Support	Chad Poll	23 1.45	23 1.45
		Mike Hussey	1 4.75	1 4.75
		Assigned to Individual Total	24 1.59	24 1.59
	Capitol Hosting	Curtis Parker	1 5.04	1 5.04
		Assigned to Individual Total	1 5.04	1 5.04
	Help Desk	Brenda Treadway	1	1
		Eileen Dubach	2 0.52	2 0.52
		James Stearns	1 0.00	1 0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

			Low	ATTR Total
Governor's Office	Help Desk	Julie VanBeekum	1 0.45	1 0.45
		Sarah Johnson	1 1.24	1 1.24
		Vicky Marrelli	1 3.34	1 3.34
		Assigned to Individual Total	7 1.01	7 1.01
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro B Desktop Support	Bill Crowther	1 3.62	1 3.62
		Assigned to Individual Total	1 3.62	1 3.62
	Metro D Desktop Support	Eldon Jenson	1 1.07	1 1.07
		Sevier Averett	2 1.75	2 1.75
		Assigned to Individual Total	3 1.53	3 1.53
	Metro D Help Desk	Doug Brown	4 0.00	4 0.00
		John Robinson	1 0.00	1 0.00
		Assigned to Individual Total	5 0.00	5 0.00

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

			Low	ATTR Total
Governor's Office	Operations Production Control	Cal Brinton	1 0.22	1 0.22
		Christie Burnham	1 0.00	1 0.00
		Duane Hardy	1 0.00	1 0.00
		Assigned to Individual Total	3 0.07	3 0.07
	Voice/Data/WAN Services	Mark Thomas	1 1.74	1 1.74
		Assigned to Individual Total	1 1.74	1 1.74
	Assigned Group Total		47 1.41	47 1.41
Customer Company Total			47 1.41	47 1.41

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

Detail

INC000000630964	Noleen Warrick	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000631220	Stephen Alderman	Mobile Devices	Error	Ipads	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000631461	Audrey Livingston	Application	Password	Utah Master Directory	TIR Missed: No	0.04
	Help Desk	Vicky Marrelli	Governor's Office	Low Closed	TTR Missed: No	3.34
INC000000631464	Clair Webster	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000631675	Kimberlee Willette	Application	Error	None	TIR Missed: No	0.58
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	2.87
INC000000631832	Jackie Jameson	Application	None	gmail	TIR Missed: Yes	1.90
	Application Services	Martin Gonzalez	Governor's Office	Low Closed	TTR Missed: No	5.62
INC000000632071	Virginia Orozco	Application	Password	Utah Master Directory	TIR Missed: No	0.36
	Help Desk	Julie VanBeekum	Governor's Office	Low Closed	TTR Missed: No	0.45
INC000000632133	Jo Lynn Kruse	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000632419	Jennifer Joy	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000632420	Jaclyn Burt	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000632421	Justin Lee	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000632422	Taylor Morgan	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000632423	Taylor Morgan	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	0.00
INC000000632622	Alair Emory	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: Yes	16.68
INC000000632863	Russ Fellows	PC/Laptop	None	None	TIR Missed: Yes	1.68
	Capitol Desktop Support	Chad Poll	Governor's Office	Low Closed	TTR Missed: No	5.64
INC000000632896	Dean Healey	Application	Error	BlueZone	TIR Missed: No	0.10
	Operations Production Control	Cal Brinton	Governor's Office	Low Closed	TTR Missed: No	0.22

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

INC000000633511	Jaclyn Burt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000633617	Sandra Naegle	None	None	None	TIR Missed: No	0.54
Help Desk	Sarah Johnson	Governor's Office	Low	Closed	TTR Missed: No	1.24
INC000000633635	Alair Emory	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	
INC000000634301	Mary Lou Emerson	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000634348	Spencer Hadley	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000634827	Ned Searle	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000635262	Jacey Skinner	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000635274	Dean Healey	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000635292	Greg Gardner	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000636106	Ann J Carrillo	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000636126	Audrey M Curtis	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000636198	Peter Ashcroft	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	4.69
INC000000636607	Tisha Littlewood	Application	Password	Utah Master Directory	TIR Missed: No	0.05
Help Desk	Eileen Dubach	Governor's Office	Low	Closed	TTR Missed: No	0.05
INC000000636682	Tisha Littlewood	Application	Password	Utah Master Directory	TIR Missed: Yes	1.00
Help Desk	Eileen Dubach	Governor's Office	Low	Closed	TTR Missed: No	1.00
INC000000636768	Tisha Littlewood	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000637528	David Walsh	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000637905	Peter Ashcroft	None	None	None	TIR Missed: Yes	2.86
Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Closed	TTR Missed: No	3.62

Enterprise Incident Report January 2013

As of 2/1/2013

Governor's Office

INC000000637960	Michael Green	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Sevier Averett	Governor's Office	Low	Closed	TTR Missed: No	3.09
INC000000638763	Laurie Decker	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	0.00
INC000000639432	Eric Ellis	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Governor's Office	Low	Resolved	TTR Missed: No	
INC000000639485	Catherine Dibona	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	1.27
INC000000639727	Catherine Dibona	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000639850	Briant Smith	Application	None	Gmail		TIR Missed: No	0.12
	Capitol Desktop Support	Mike Hussey	Governor's Office	Low	Resolved	TTR Missed: No	4.75
INC000000640693	Steven Robinson	Application	Error	BMI		TIR Missed: No	0.49
	Metro D Desktop Support	Eldon Jenson	Governor's Office	Low	Resolved	TTR Missed: No	1.07
INC000000641397	Jackie Jameson	Telecom	Call Management	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	Mark Thomas	Governor's Office	Low	Resolved	TTR Missed: No	1.74
INC000000642211	Virginia Orozco	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.26
	Capitol Hosting	Curtis Parker	Governor's Office	Low	Resolved	TTR Missed: No	5.04
INC000000642422	Noleen Warrick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Governor's Office	Low	Resolved	TTR Missed: No	0.00
INC000000643135	Mary Lou Emerson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.44
INC000000643149	Liz Cordova	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.29
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	0.29
INC000000643392	James Heldt	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Sevier Averett	Governor's Office	Low	Resolved	TTR Missed: No	0.41
INC000000643431	Ron Sufficool	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Governor's Office	Low	Resolved	TTR Missed: No	0.00